Claim Amendment for Enabling Examiner's Amendment

1-7.   (Canceled).

8.   (Currently amended)   A monitoring apparatus <u>for monitoring casino management software including a central server operable to communicate via a communications network with a plurality of computers at different casino sites remote from the central server, the plurality of computers at different casino sites including a first computer at a first site, the central server including memory, at least one processor, and a first communication interface,</u> the monitoring apparatus[[,]] comprising:

a message receiver at [[a]] <u>the</u> central server ~~having a processor~~ <u>operable</u> to receive<u>, via the first communication interface,</u> a first message from [[a]] <u>the first</u> computer at [[a]] <u>the</u> first site in a casino location <u>remote from the central server, the first computer communicatively coupled with the communications network, the first computer including memory, at least one processor, a second communication interface, and instructions for operating</u> ~~wherein the~~ ~~computer has~~ a probe installed <u>in the first computer and operable to monitor software running on the first computer,</u> ~~therein and the first site is remote from the central server,~~ the probe being configured to:

determine, at scheduled times, a first value for a first metric, the first metric relating to operating status information associated with one or more applications running at the <u>first</u> computer, [[and]]

generate the first message, the first message including the first value for the first metric, the first message also including an indication of the first site<u>, the indication of the first site including information that identifies the first site, and</u>

<u>transmit, via the second communication interface at the first computer, the first message to the central server;</u>

a tester <u>implemented using the memory and the at least one processor</u> at the central server<u>, the tester</u> configured to determine<u>, in response to receiving the first message via the message receiver,</u> if the first value is acceptable, wherein the tester includes a plurality of filters, each of the plurality of filters defining a range of acceptable values for the first metric, the tester being operative to compare the first value with the range of acceptable values for one or more of the plurality of filters;

a selector <u>implemented using the memory and the at least one processor at the central</u> <u>server, the selector</u> configured to select, <u>in response to receiving the first message via the</u> <u>message receiver and</u> based on the first metric in the first message and the indication of the first site in the first message, a first filter from the plurality of filters, the first filter defining a range of acceptable values for the first metric associated with the first site; and

an alerter at the central server configured to provide an alert if the first value is not acceptable.

9-11.   (Canceled).

12.   (Original)   A monitoring apparatus according to claim 8, further comprising a log, the log including an entry corresponding to the first message.

13.   (Currently Amended)   A system for monitoring <u>casino management</u> software <u>including a central computer in communication via a communications network with a</u> <u>plurality of computers at different casino sites remote from the central computer, the plurality</u> <u>of computers at different casino sites including a first computer at a first site</u>, <u>the system</u> comprising:

<u>the communications network operable to transmit communications between the</u> <u>central computer and the plurality of computers at different casino sites;</u>

<u>the</u> [[a]] central computer[[;]] <u>including memory, at least one processor, and a first</u> <u>communication interface, and the central computer communicatively coupled with the</u> <u>communications network via the first communication interface, the central computer further</u> <u>including instructions for controlling</u> a monitoring apparatus installed in the central computer, ~~wherein~~ the monitoring apparatus ~~includes~~ <u>including</u>:

a message receiver ~~configured~~ <u>operable</u> to receive<u>, via the first communication</u> <u>interface,</u> a first message from [[a]] <u>the</u> first site in a casino location remote from the central computer, the first message including a first value for a first metric, the first message also including an indication of the first site<u>, the indication of the first site</u> <u>including information that identifies the first site,</u>

a tester <u>implemented using the memory and the at least one processor at the</u> <u>central computer, the tester</u> configured to determine<u>, in response to receiving the first</u> <u>message via the message receiver,</u> if the first value is acceptable, the tester including a

plurality of filters, each of the plurality of filters defining a range of acceptable values for the first metric, the tester being operative to compare the first value with the range of acceptable values for one or more of the plurality of filters, and

a selector <u>implemented using the memory and the at least one processor at the central computer, the selector</u> configured to select<u>, in response to receiving the first message via the message receiver,</u> a first filter from the plurality of filters based on the first metric in the first message and the indication of the first site in the first message, the first filter defining a range of acceptable values for the first metric associated with the first site, and an alerter configured to provide an alert if the first value is not acceptable;

<u>the</u> [[a]] first computer at the first site<u> communicatively coupled with the communications network, the first computer including memory, at least one processor, a second communication interface, and instructions for operating</u>[[;]] a first probe installed in the first computer<u> and operable to monitor software running on the first computer</u>, the first probe configured to:

determine, at scheduled times, the first value for the first metric, the first metric relating to operating status information associated with one or more applications running at the first computer, [[and]]

generate the first message, the first message including the first value for the first metric<u>,</u>[[;]] and

<u>transmit, via the second communication interface, the first message to the central computer.</u>

~~a network connecting the central computer and the first computer.~~

14.   (Currently Amended)   A system according to claim 13, ~~wherein:~~ the system further ~~comprises:~~ <u>comprising:</u>

a second computer<u> communicatively coupled with the communications network, the second computer including memory, at least one processor, a third communication interface, and instructions for operating</u>[[;]] a second probe installed in the second computer<u>.</u>~~; and~~

~~the <u>communications</u> network connects the central computer and the second computer.~~

15.   (Original)   A system according to claim 13, wherein:

the first computer includes a software package; and

the first probe monitors the software package.

16.   (Previously presented)   A system according to claim 13, wherein:

the first computer includes a database; and

the first probe is configured to retrieve information from the database.

17.   (Previously presented)   A system according to claim 13, wherein:

the first probe includes:

a first sensor to capture a first value for a first metric; and

a message generator operative to send a first message to a central site, the message including the first value.

18.   (Original) A system according to claim 13, wherein the first computer includes an e-mail server to generate a message from the first probe to the monitoring apparatus.

19-23. (Canceled).

24.   (Currently amended)   A method for using a monitoring apparatus for monitoring casino management software, the monitoring apparatus implemented using a central server having memory, at least one processor, and a first communication interface, the central server in communication via a communications network with a plurality of computers at different casino sites remote from the central server, the plurality of computers at different casino sites including a first computer at a first site, the method comprising:

receiving, via the first communication interface at the central server, a message from the first computer at the first site; at a central server;

determining, using the memory and the at least one processor at the central server, a first value for a first metric for [[a]] the first computer at [[a]] the first site, in a casino location from the message, the first site being in a casino location remote from the central server, the first computer communicatively coupled with the communications network, the first computer including memory, at least one processor, a second communication interface, and instructions for operating and the message being generated by a probe installed on the first computer, the probe being configured to:

determine, at scheduled times, information related to the first value for the first metric, the first metric relating to operating status information associated with one or more applications running at the <u>first</u> computer, and

generate the first message, the first message including the information related to the first value for the first metric, the first message also including an indication of the first site<u>, the indication of the first site including information that identifies the first site, and</u>

<u>transmit, via the second communication interface, the first message to the central server</u>;

determining<u>, using the memory and the at least one processor</u> at the central server<u>,</u> if the first value for the first metric for the first site is acceptable, wherein the determining involves selecting, <u>in response to receiving the first message via the message receiver and</u> based on the first metric in the first message and the indication of the first site in the first message, a first filter from a plurality of filters, each of the plurality of filters defining a range of acceptable values for the first metric, the first filter defining a range of acceptable values for the first metric associated with the first site, and comparing the first value with the range of acceptable values for the first filter; and

if the first value for the first metric is not acceptable, displaying an alert at the central server that the first value for the first metric is not acceptable.

25.   (Original)   A method according to claim 24, further comprising, if the first value for the first metric is acceptable, logging the first value for the first metric.

26.   (Canceled).

27.   (Original)   A method according to claim 24, wherein determining if the first value for the first metric is acceptable includes comparing the first value for the first metric with at least one acceptable value.

28-.   (Cancel).

29.   (Cancel).

30.   (Currently Amended)   A method according to claim [[29]] 24, wherein sending the message includes:

        delivering the message to an e-mail server by the probe; and

        delivering the message to the monitoring apparatus by the e-mail server.

31.   (Currently Amended)   A method according to claim [[29]] 24, wherein ~~accessing~~ determining information related to the first value includes accessing a software package by the probe.

32.   (Currently Amended)   A method according to claim [[29]] 24, wherein ~~accessing~~ determining information related to the first value includes accessing a database by the probe.

33.   (Cancel).

34-38. (Canceled).

39.   (Currently amended)   Computer-readable storage media containing a program to use a monitoring apparatus for monitoring casino management software including a central server having memory, at least one processor, and a first communication interface, the central server in communication via a communications network with a plurality of computers at different casino sites remote from the central server, the plurality of computers at different casino sites including a first computer at a first site, the program comprising:

        software at [[a]] the central server to receive, via the first communication interface at the central server, a first message from the first computer at the first site in a casino location remote from the central server;

        software at the central server to determine, using the memory and the at least one processor at the central server, a first value for a first metric for [[a]] the first computer at [[a]] the first site, ~~in a casino location from the message~~ the first computer communicatively coupled with the communications network, the first computer including memory, at least one processor, a second communication interface, and instructions for operating ~~wherein the message is caused to be generated by~~ a probe installed on the first computer, ~~the first site being remote from the server and~~ the probe being configured to:

determine, at scheduled times, information related to the first value for the first metric, the first metric relating to operating status information associated with one or more applications running at the <u>first</u> computer, [[and]]

generate the first message, the first message including the information related to the first value for the first metric, the first message also including an indication of the first site<u>, the indication of the first site including information that identifies the first site, and</u>

<u>transmit, via the second communication interface, the first message to the central server</u>;

software <u>instructing the memory and the at least one processor</u> at the <u>central</u> server to determine if the first value for the first metric for the first site is acceptable, wherein the determining involves selecting, <u>in response to receiving the first message via the message receiver and</u> based on the first metric in the first message and the indication of the first site in the first message, a first filter from a plurality of filters, each of the plurality of filters defining a range of acceptable values for the first metric, the first filter defining a range of acceptable values for the first metric associated with the first site, and comparing the first value with the range of acceptable values for the first filter; and

if the first value for the first metric is not acceptable, software at the <u>central</u> server to display an alert that the first value for the first metric is not acceptable.

40.   (Original)   Computer-readable media according to claim 39, further comprising, if the first value for the first metric is acceptable, software to log the first value for the first metric.

41.   (Canceled).

42.   (Cancel).

43.   (Cancel).

44.   (Previously presented)   Computer-readable media according to claim 39, wherein the software to receive a message includes:

software to access the first value for the first metric by the probe; and

software to send the message to the monitoring apparatus by the probe.

45.   (Previously presented)   Computer-readable media according to claim 44, wherein the software to send the message includes:

software to deliver the message to an e-mail server by the probe; and

software to deliver the message to the monitoring apparatus by the e-mail server.

46.   (Original)   Computer-readable media according to claim 44, wherein the software to access the first value includes software to access a software package by the probe.

47.   (Original)   Computer-readable media according to claim 44, wherein the software to access the first value includes software to access a database by the probe.

48.   (Cancel).

49.   (Previously presented)   A monitoring apparatus according to claim 8, wherein the central server and the remote computer are controlled by different entities.

50.   (Currently Amended)   A monitoring apparatus according to claim 8, wherein the operating status information includes information allowing the central server to determine whether one or more application problems or software defects exists in one or more of the applications running at the first computer.

Dear Sir:

I authorize this amendment to be entered as an Examiner's Amendment.

Dated: December 18, 2009   Respectfully submitted,
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